

# DEPARTMENT OF MENTAL HEALTH

## POLICY / PROCEDURE



SUBJECT: <b>PERSONAL DIGITAL ASSISTANTS (PDAs) and LAPTOP COMPUTERS</b>	POLICY NO. <b>302.16</b>	EFFECTIVE DATE <b>05/15/02</b>	PAGE <b>1 of 4</b>
APPROVED BY:  Director	SUPERSEDES  <b>N/A</b>	ORIGINAL ISSUE DATE <b>05/15/02</b>	DISTRIBUTION LEVEL(S) <b>1</b>

**PURPOSE:** 1.1 To provide policy and guidelines for issuing Personal Digital Assistants (PDAs) and laptop (notebook) computers to staff who need remote access to Department of Mental Health (DMH) systems. The goal is to purchase equipment that will enhance services over time in a cost- effective fashion.

**POLICY:** 2.1 PERSONAL DIGITAL ASSISTANTS (PDAs)

PDAs may be issued only to persons who meet the following criteria:

- 2.1.1 Person must be a District Chief (or above) or a Supervising Mental Health Psychiatrist (or above) or a Program Head who functions in the same capacity as a District Chief in managing programs.
- 2.1.2 If a District Chief or Supervising Mental Health Psychiatrist, the person must manage a Geographic Area or a major Countywide program. If a Program Head functions in the same capacity as a District Chief, the person must manage a major Countywide program.

2.2 LAPTOP (NOTEBOOK) COMPUTERS

- 2.2.1 The issuance of a laptop for the sole use of an employee must be clearly justified by his/her supervisor at the level of manager **and** by the appropriate Deputy Director. Laptops will not be assigned for purposes of convenience, seniority or position.
- 2.2.2 Laptop computers may be issued only to persons who meet either of the following criteria:
  - 2.2.2.1 The employee cannot effectively or efficiently perform the duties of his/her assignment without a laptop.
  - 2.2.2.2 The employee is a Program or Bureau Manager who, on a consistent basis, is engaged in making presentations, providing training, etc. and requires a laptop for these purposes.
- 2.2.3 Persons who qualify for a laptop computer will receive, in addition to the laptop, a docking station, monitor, normal keyboard and normal mouse to allow them to use their laptop in the office as a replacement for their desktop computer.

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**NOTE: Persons who are issued a laptop will be required to relinquish their desktop computer.**

- 2.2.4 Requests for special configurations or peripherals for the laptop (including storage devices such as Jaz drives) must be made on a Special Request Form and include a thorough and distinct justification for each item and must be signed by the same authorities listed above.
- 2.3 Except as noted below, employees are prohibited from connecting privately owned devices (PDAs, laptops, etc.) to a County network (including the DMH network). Nothing in this policy prohibits employees from using their personal equipment as stand-alone devices that are not connected to the network. However, plugging personal devices into the network may create security issues, support issues, etc. Therefore, only those devices owned and issued by the County may be connected to the County network.

**NOTE: If permission is granted by the Division Chief or higher, the user may access the County e-mail using an Internet service provider from outside the DMH network. This will require a Secure ID Card issued by the DMH CIO Bureau. If a privately owned personal computer is used to access County e-mail, that computer must have the latest antivirus protection software. Lack of such protection software could present a security threat and possibly spread a virus to the County network.**

- 2.4 The acquisition/requisition of PDAs, laptops and all other information technology goods and services within DMH must be made by and/or approved by the Chief Information Office Bureau, regardless of funding source.
- 2.4.1 Laptops Managers who have been issued one or more laptop for assignment within their respective area shall document all such assignments. At a minimum, documentation shall include the name of the manager, the name of the recipient, serial number of the laptop and the date assigned/returned. Laptops that are not assigned shall be secured by the person responsible for their control.
- 2.4.2 PDAs PDAs shall not be loaned to any other person.
- 2.5 Employees receiving PDAs, laptops, etc. must ensure the security of the devices.

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- 2.6 Any person in possession of a PDA or laptop must return the device prior to any change in pay location or job assignment. The employee to whom the equipment is issued shall reimburse DMH for the cost of lost equipment.

### PROCEDURE: 3.1 SPECIAL REQUEST REQUIREMENTS

#### 3.1.1 Justification

PDAs: Justification must include how the employee meets **each of the two criteria** as noted in Section 2.1.

Laptops: Justification must include how the employee meets **one or both of the criteria** as noted in Section 2.2.

#### 3.1.2 Authorization

PDAs: Two signatures are required:

3.1.2.1 Signature of the Mental Health Analyst designated by the appropriate Executive Staff member as an authorized signer for specific fund/orgs.

3.1.2.2 Signature of the appropriate Executive Staff member.

Laptops: Four signatures are required:

3.1.2.3 Signature of the appropriate Program Head or Manager.

3.1.2.4 Signature of the appropriate District Chief.

3.1.2.5 Signature of the Mental Health Analyst designated by the appropriate Executive Staff member as an authorized signer for specific fund/orgs.

3.1.2.6 Signature of the appropriate Executive Staff member.\

3.1.3 Indicate on the Special Request whether the requesting division or bureau has specialized funding for information technology (IT) purposes.

3.1.4 Submit the Special Request to the CIO Bureau for processing.

3.1.5 Special Requests that do not have sufficient justification or that do not

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contain all of the necessary signatures will be returned to the requesting unit for completion.

3.1.6 If the Special Request contains the required information, the CIO Bureau will review funding options.

3.1.6.1 If the Special Request indicates that the requesting unit has special IT funding, the CIO Bureau will verify the existence and amount of funding with the Budget and Reimbursement Division. If necessary, the CIO Bureau will contact the requesting unit regarding any fund transfers.

3.1.6.2 If the requesting unit **does not** have specialized funds available for IT, the CIO Bureau will determine if it has adequate funding to cover the purchase. If the CIO Bureau does not have sufficient funds, the request will be denied with an explanation as to the reason.

3.2 Following the resolution of funding issues, the CIO Bureau will make the acquisition.

3.3 All PDAs and laptops are included on the Fixed Asset Inventory for the assigned cost center.

**AUTHORITY:** County Fiscal Manual, Section 6.4.2

**REVIEW DATE:** This policy shall be reviewed prior to the end of each fiscal year.